

Investing in Results – *San Jose’s Partnership for Service Delivery*

Key Implementation Roles

Department Head	Department Facilitator	Citywide Coach
<p><u>Role</u></p> <ul style="list-style-type: none"> • Lead and Sponsor 	<p><u>Role</u></p> <ul style="list-style-type: none"> • Manage and Implement 	<p><u>Role</u></p> <ul style="list-style-type: none"> • Consult and Assist
<p><u>Primary Responsibility</u></p> <ul style="list-style-type: none"> ❖ The buck stops here: lead implementation to meet citywide milestones 	<p><u>Primary Responsibility</u></p> <ul style="list-style-type: none"> ❖ Accomplish results of department implementation plan 	<p><u>Primary Responsibility</u></p> <ul style="list-style-type: none"> ❖ Support implementation to achieve both department and citywide goals
<p><u>Additional Responsibilities</u></p> <ul style="list-style-type: none"> • Sponsor cross-functional, multi-level departmental implementation team • Ensure implementation is consistent with citywide principles especially “Employee Involvement” and “Learning before Scorekeeping” • Remove roadblocks to implementation • Ensure resources and capacity are available 	<p><u>Additional Responsibilities</u></p> <ul style="list-style-type: none"> • Lead or co-lead department implementation team • Create implementation plan that has broad support • Ensure trained, internal department facilitators • Ensure outcomes of training, workshops and retreats are met 	<p><u>Additional Responsibilities</u></p> <ul style="list-style-type: none"> • Provide technical expertise on alignment, core services, performance measures, process improvement, budget process, milestones, implementation approach etc., as needed/requested • Ensure consistency with citywide model & principles • Assist department facilitator with training, workshops, retreats • Identify interdepartmental horizontal alignment opportunities

